Information Technology Specialist 3
IT Division
Recruitment # 2006-12-6725

- **INTERNAL JOB OPPORTUNITY -**

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AGENCY MISSION AND CHALLENGE:
The mission of the Department of Natural Resources (DNR) is to provide professional, forward-looking stewardship of our state lands, natural resources, and environment. DNR provides leadership under the Commissioner of Public Lands, an elected official, in creating a sustainable future for the State Trust Lands.

At the DNR, we envision a future in which our human and natural environment provides abundant and diverse social, ecological, and economic benefits for the people of Washington, in this and all future generations. In acting to ensure the vision, we ensure sustainability.

DNR manages over 5 million acres of state-owned land that includes forest, range, commercial, agricultural and aquatic lands. Since 1970 DNR-managed lands have generated $6 billion that support public schools, state institutions and county services. These lands also provide public benefits that include fish and wildlife habitat, clean and abundant water and public access to outdoor recreation. The DNR operates with a biennial budget of approximately $400 million and has over 1300 employees. For more information about the department, see the DNR website at www.dnr.wa.gov

Job Classification:	Information Technology Specialist 3
Type of Position:	This is a permanent position. This position is represented by the WFSE. Once appointed to this position the incumbent will be required to pay union dues or other representation fee within the first 30 days of employment.
Monthly Salary Range:	$3540 – $4531
Benefits Package:	Health and dental insurance, retirement pension, vacation, sick leave and holidays
Posting Date:	December 13, 2006
Closing Date:	December 20, 2006
Location:	Olympia, WA

POSITION PROFILE
Provide technical assistance and support for agency standard PCs and software. Complete acquisition requests and install desktop hardware and software for multiple divisions. Coordinate installations, configure and maintain hardware and software, which includes upgrades, repairs, problem identification, troubleshooting using diagnostic tools, and problem resolution, which may include working with vendors. Coordinate between operating systems (Windows XP/W2K Workstation) and applications to ensure compatibility and interoperability for IT standards applications and services.

This position assists with installation and configuration, maintenance, updates, troubleshooting, and problem resolution for network infrastructure systems within DNR. This includes routers, switches, hubs, cabling, WAN equipment and circuits, and management server hardware, server configuration, and TCP/IP networking. Works as a team member of the Infrastructure Operations Team and assists System Administrators and others with problem resolution for agency network systems (e.g., Windows, Citrix, Unix, etc.). Monitors network performance. Performs troubleshooting and problem resolution on network naming services and Active Directory. Assists in the analysis of telecommunications services and equipment needs

REQUIRED POSITION QUALIFICATIONS
- Experience providing technical assistance and support for agency standard PCs and software
- Experience installing desktop hardware and software for multiple business clients
- Demonstrated ability to provide journey level help desk technical support to professional IT staff and customers in meeting pc and software needs.
- Ability to troubleshoot, identify, and resolve helpdesk, PC, and software problems.   Diagnose problems and recommend appropriate solutions.
- Strong VB Script/Perl programming experience creating login, installer, and other scripts in order to make our systems/software run efficiently, and deploy effectively.
- Working knowledge of Active Directory in medium sized enterprise environment.
- Working knowledge of Unix or Unix-like Operating System.
- Excellent verbal, written, and interpersonal communication skills as demonstrated by the ability to resolve conflicts, write effectively, and communicate with multiple levels of staff and management.

- Demonstrated ability to work as part of a team to develop and achieve department and project goals.
- Ability to deal with multiple tasks and priorities in a constantly changing environment.
- Ability to work independently, seek new opportunities to achieve, and be willing to tackle challenges outside the scope of assigned duties to further the organization's goals.
- Ability to plan, organize, and complete work effectively.
- Ability to understand the customers' business, goals and objectives, and design solutions to business problems.
- Ability to create a positive customer experience, meet or exceed customer expectations, and deliver results.
- The ability to participate in, manage and/or lead organizational change.
- The ability to receive and convey ideas, thoughts, and information through the use of effective verbal, nonverbal, written, and listening skills.
- Develop, maintain, and strengthen partnerships and work cooperatively with others, inside or outside the organization, who can provide information, assistance and support
- Proficient using DNR Standard Image Software applications such as the Microsoft Office Suite.

This level of knowledge and skill is typically evidenced by or achieved after:
- A Bachelor's or AA degree in computer science, information systems, science or natural resource management field And
- Two (2) years of professional level experience providing systems and customer support in a large technology environment
- One (1) year of experience with TCP/IP; configuring, installing, and maintaining Cisco networking equipment in a medium sized enterprise environment (10 or more WAN's, 10 or more LAN's, serving 1200 or more nodes).
- Two (2) years of Experience with Windows Operating Systems

DESIRED POSITION QUALIFICATIONS
- Desire to work both as part of a highly motivated team and as a productive individual with minimal supervision.
- Results orientation.
- General understanding of natural resources management

SPECIAL POSITION REQUIREMENTS AND WORKING CONDITIONS
- Must be 18 years of age at the time of hire.
- Must be able to move PC equipment including CPUs, monitors, and printers, which may weigh up to 45 lbs.
- Must be able to access PC and network cables, which may require maneuvering in small, confined areas.
- Occasional travel, working weekends and working outside standard hours may be required.
- Standard work hours are Monday-Friday from 8-5pm.

WHO MAY APPLY
This recruitment is open to anyone who meets the required qualifications for this position and currently employed with DNR.

APPLICATION PROCESS
To be considered for this position please submit:

- A letter of interest describing how your experience and qualifications relate to the job profile and the required and desired position qualifications. Indicate in your letter of interest how you learned of this opportunity.
- A completed application – www.dnr.wa.gov/jobs/stateapp.doc

The first screening will be based on information contained in your letter of interest and your state application.
Submit all materials by the closing date to:

Electronic method preferred	OR other method
dnrrecruiting@dnr.wa.gov	Roberts Searles
	Department of Natural Resources
	PO BOX 47033
	Olympia, WA 98504-7033

NOTE: Please indicate ITS3 and recruitment #*2006-12-6725* in the subject line of your e-mail.
By submitting the application materials you are indicating that all information is true and correct to the best of your knowledge. You understand that the state may verify information and that untruthful or misleading information is cause for removal from applicant pool or dismissal if employed.

Questions? Please contact Callie Goldsby at 360-902-1495 or e-mail us at dnrrecruiting@dnr.wa.gov.

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